

Project Design Phase

Problem – Solution Fit

Date: 02 November 2025

Team ID: 86B8EAC7C8A2F039E024E07975653673

Project Name: User, Group, and Role Management Optimization by Means of Access Control and Workflows

Maximum Marks: 2 Marks

Problem – Solution Fit

The Problem–Solution Fit specifically addresses the challenge of inefficient user, group, and role management faced by small to mid-sized project teams. It aligns these challenges with a ServiceNow-based solution designed to deliver secure, automated, and role-driven workflows that enhance collaboration, streamline access control, and ensure reliable data management throughout the project lifecycle.

Purpose

- Design and automate the processes of user, group, and role management for project teams.
- To implement rule-based access control, so that each user gets the proper permissions according to their role.
- To incorporate systems of workflow-based approval that enhance accountability and transparency on projects.
- To remove confusion regarding manual access control and unstructured task assignments.
- The system should be designed to provide role-based access control and prevent unauthorized actions that may be attempted.
- To enable seamless collaboration by clearly defining the roles and automating task status tracking.

